



If you have questions about logging in to CU@Home, please contact Marketing, or call (336) 433-7286, or call (800) 373-4628 option 5 Marketing.

Here are some helpful hints to assist you with some common CU@Home issues.

**Blocked Out:**

If you do not enter the correct password, or you do not answer the challenge questions exactly as you put them in, the system will block your account as security feature. To avoid being blocked, be sure you enter the information correctly. If you need to, write it down and put it in a safe place

where you can find it.

**Invalid Password:**

The password field is case sensitive, so be sure you check your "Caps Lock" if the system says the password you are entering is invalid. If your password in lower case, it must be entered in lower case. If you put your password in upper case, it must be entered in upper case.

**Additional Security:**

As an additional layer of security, we request that you enroll in our enhanced security, if you have not done so, the next time you login. This one-time setup should take two or three minutes to complete. Once the feature is implemented, you will be prompted to answer a question randomly selected from those you have entered as an additional point of verification when logging onto CU@Home.

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